



4704P020

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

STEVEN LURIE

Application No.: 10/021,877

Filed: December 13, 2001

For: **AN APPARATUS AND METHOD
FOR ONLINE ADVICE CUSTOMER
RELATIONSHIP MANAGEMENT**

Art Group: Unknown

Examiner: Unknown

INFORMATION DISCLOSURE STATEMENT UNDER 37 C.F.R. §1.97

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

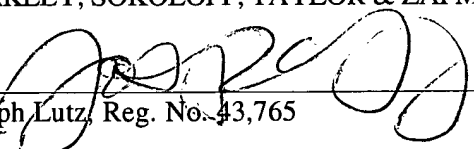
Pursuant to Rule 1.97, Applicant desires to make of record the reference(s) set forth on the attached Form PTO 1449. A copy of each reference is submitted herewith.

It is hereby stated that this Information Disclosure Statement is being filed within three months of the filing date of the subject application, therefore no petition or fee is required. However, in the event a petition is needed for consideration of this Information Disclosure Statement, Applicant hereby so petitions. Please charge any additional fee due to Deposit Account 02-2666.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP

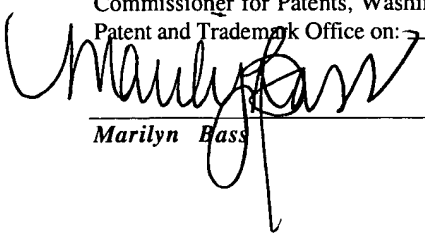
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Joseph Lutz, Reg. No. 43,765

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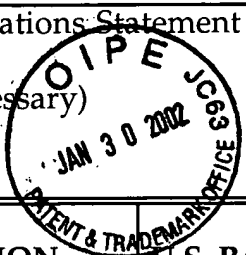
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Marilyn Bass

01/16/02

Date

Form PTO-1449 (Modified)				Atty Docket No.: 4704P020		Application No.: 10/021,877	
List of Patents and Publications Statement (Use several sheets if necessary)				Applicants: Steven Lurie Filing Date: December 13, 2001			



REFERENCE DESIGNATION								U.S. PATENT DOCUMENTS							
Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date								
			6,058,379	Odom, et al											
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			6,014,644	Erickson											
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			5,982,863	Smiley, et al.											
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		WO 98/38558	9/3/98	PCT	Application				
		WO 98/13765	4/2/98	PCT	Application				
		WO 98/02835	1/22/98	PCT	Application				
		WO 97/05733	2/13/97	PCT	Application				
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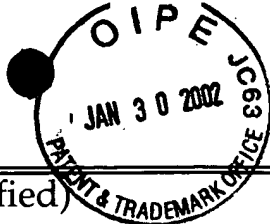
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	Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.

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			5,860,068	Cook				
			5,497,502	Castille				
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			5,987,430	Van Horne, et al.				
			5,974,141	Saito				
			5,878,130	Andrews, et al.				
			5,842,212	Ballurio, et al.				
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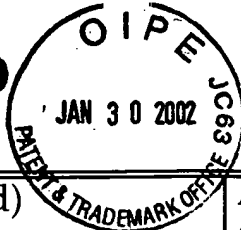
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			6,026,087	Mirashrafi et al.			
		3/30/99	5,890,138	Godin et al.			
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		03/04/97	5,608,786	Gordon			

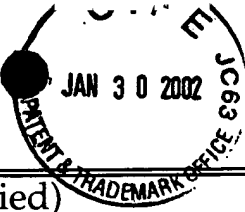
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)	
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	Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96
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<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;">Examiner</td> <td>Date Considered</td> </tr> </table>		Examiner	Date Considered
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